Warmer, healthier homes. Better end of life support.

How National Energy Action and Marie Curie are working to support people at the end of life through improved home energy and living conditions.



National Energy Action is the UK's leading fuel poverty charity, working to ensure everyone can afford to live in a warm, safe and healthy home.



Marie Curie is the UK's leading end of life charity. We bring 75 years of experience and leading research to the care we give at home, in our hospices and over the phone.

Why this partnership matters

People living with a terminal illness, or approaching the end of their life, can be especially vulnerable to the cold, and poor housing conditions can have a significant impact on their health, comfort and wellbeing. Many people face high energy bills and live in homes that are difficult or expensive to keep warm, adding further stress at an already challenging time.

A warm, safe home can make a real difference, providing greater comfort, dignity and an improved quality of life for both individuals and their loved ones. Together, we share a common goal: helping people with terminal illness, or approaching the end of their life, live in warmer, safer and more comfortable homes, so they can focus on what matters most.

How we work together

We combine our expertise to make a real difference for people with a terminal illness, or approaching the end of their life, and their families.

REFERRAL AND SUPPORT

National Energy Action and Marie Curie can refer individuals to each other's services, ensuring they receive the most appropriate information, advice and specialist support for their needs.

JOINED-UP CARE

By combining expertise in palliative care and energy support, we help address both the health and practical challenges faced by people living with a terminal illness.

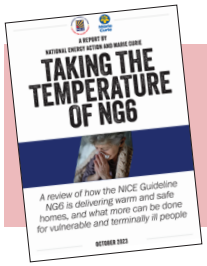
RAISING AWARENESS

Together, we are highlighting the impact that cold homes can have on health and wellbeing, particularly for people at the end of life.

EXPERT ADVICE

National Energy Action provides advice on energy bills, income, home energy efficiency and staying warm.

Marie Curie offers end of life care, emotional and practical support, and advocacy for people with a terminal illness, their families and carers.



As part of this partnership, National Energy Action and Marie Curie published the research report Taking the Temperature of NG6 in October 2023, exploring the relationship between cold homes, fuel poverty and end of life care.
www.nea.org.uk/publications/taking-the-temperature-of-ng6/

Role of frontline staff

- Identify signs of vulnerability
- Demonstrate empathy
- Explore needs and available support
- Act appropriately and take ownership

Talking about death or a person's condition

- Do not rush
- Listen
- Acknowledge
- Explore
- Respond honestly



Support

National Energy Action

Energy advice leaflets are available online at www.nea.org.uk/get-help/leaflets, with translation into 100+ languages.

For energy and benefits advice call 0800 304 7159. Lines are open Monday to Thursday 10am to 4pm, and Friday 10am to 12.30pm.

Talk to us on **Webchat**, open Mondays, Wednesdays and Fridays, 1pm-4pm. www.nea.org.uk

Online referrals - you can request help for yourself or a client. www.nea.org.uk/get-help

Our **Training** team delivers a comprehensive range of courses designed to support households experiencing fuel poverty and to promote energy efficiency, decarbonisation, and more. www.nea.org.uk/training-and-education/training/

Marie Curie

Support Line: Freephone **0800 090 2309** or email support@mariecurie.org.uk. For information, advice and support for people living with a terminal illness, those caring for someone at the end of life, and anyone who has been bereaved.

Talk to a Marie Curie nurse, an energy support officer, or a trained adviser for practical guidance, emotional support and a listening ear.

Request a callback.

Get trusted information from our website: www.mariecurie.org.uk/energy

Join in the conversation on Community pages. Find others who understand on the online community.

Support is available in over **200 languages**.

Additional reading: **Dying in Poverty Report, 2025** www.mariecurie.org.uk/document/dying-in-poverty-report-2025

OTHER SOURCES OF SUPPORT:

- **Fast Track Benefits (special rules)**
  http://qr.nea.org.uk/bh4QVZ
- **Priority Services Register**
  https://www.thepsr.co.uk/
- **Warm Home Prescription**
  http://qr.nea.org.uk/bh4QWU
- **Fuel Bank Foundation**
  www.fuelbankfoundation.org
- **Lightning Reach**
  www.lightningreach.org